

BROWNS

Reservations policy

Browns operates a payment upon booking policy.

Payment by Credit cards, Visa & Mastercard, are subject to a 2% surcharge. We no longer accept cheques and do not take American Express.

All bookings will be confirmed in writing via email. We do not accept bookings by text, and all phone bookings must also be followed up by an email confirmation.

There is a minimum 2 nights stay at weekends; however, please enquire as 1 night stays may be available.

Prices are quoted in Sterling and are subject to review at any time without notice.

Children are welcome at Browns. Those under 5yrs may stay in existing beds for free or a travel cot can be set-up in some rooms at no extra charge. Some rooms can accommodate families; please do get in touch if you would like an extra bed in your room.

There are no pets allowed in the bedrooms

Browns is a non-smoking establishment and smoking is not permitted anywhere in the building.

Cancellation Policy

Cancellations and modifications can be made without charge, provided we receive a minimum of 2 days (48hrs) notice prior to the day of expected arrival. For notice within less than 2

days, we will endeavour to re-let the room/s, but if we are unsuccessful you will be liable for the cost of cancelled/ modified accommodation.

Modifications: Where a two night booking has been made including Friday & Saturday or Saturday & Sunday - we reserve the right to remove the remaining night in the event of a partial cancellation.

Terms & Conditions

Checking-in time is between 2 - 5pm. Arrival outside of these times is accommodated using the keysafe system which will be explained on booking. Checking out time is 11am. Failure to do so may result in an additional day's charge being made.

You shall be liable for any damage caused to any part of the hotel and grounds or equipment done so by yourself or by any person invited by you or on your behalf.

Pets are not allowed in the bedrooms.

Liability

We shall not accept liability in respect of any loss or damage to articles brought into the premises.

Unless negligence by the Company is proved, the company will not be held liable for injury to person, or damage to any property of any Customer or person staying/visiting the hotel and or its general facilities and area.

General

Browns shall not permit the use of its facilities for any purpose other than that stated in the original booking

correspondence; unless written consent is obtained prior to the event.

Although Browns will endeavor to insure all information in its advertising material is correct at the time of printing, it reserves all rights to alter, substitute or withdraw any service, facility or amenity at any time, without notice if necessary.

Guests are welcome to use the free wireless broadband service we provide, but we will not be held responsible for any loss of service or damage to guest computer data.

This agreement is subject to English Law.

The Customer accepts that Browns and its agents can have unrestricted right of access at all times to any and all rooms and agrees to comply with the following:

i. The Customer accepts full responsibility for all of the Customer's visitors in or about the hotel and its general facilities and area. No visits are permitted between 12am and 7am. Any damage to the room and the hotel's fixtures, fittings and furnishings will be the responsibility of the Customer and will be charged accordingly.

ii. Browns is a NON SMOKING establishment and an additional £100.00 will be added to the bill if the Customer is found to be smoking. In line with the non-smoking regulations (July 2007), we have the right to ask any Customer who is found smoking on the hotel's premises to leave the premises.

iii. Room keys must be left on the desk in the bedroom upon departure; if

they are lost the Customer will be charged £50.00.

iv. The Customer agrees not to use or store articles or liquids that are dangerous, noxious, inflammable, explosive or which may give a risk to health or fire risk without written consent of Browns and agrees to observe all normal and reasonable precautions for security of the room and also for the hotel in general.

v. The Customer hereby warrants and represents that they will not keep in the rooms any of the following:

- Any live animals of any description
- Firearms, illegal drugs and any other illegal goods
- Anything unlawfully in their possession
- Anything specified as being prohibited in any written notice or list which may be issued from time to time by management
- The Customer hereby warrants and represents that they will not use the bedroom for any purpose which is illegal

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